

# **REENGINEERING BUSINESS PROCESSES TO INTEGRATE THE DELIVERY OF HUMAN SERVICES IN NORTH CAROLINA**

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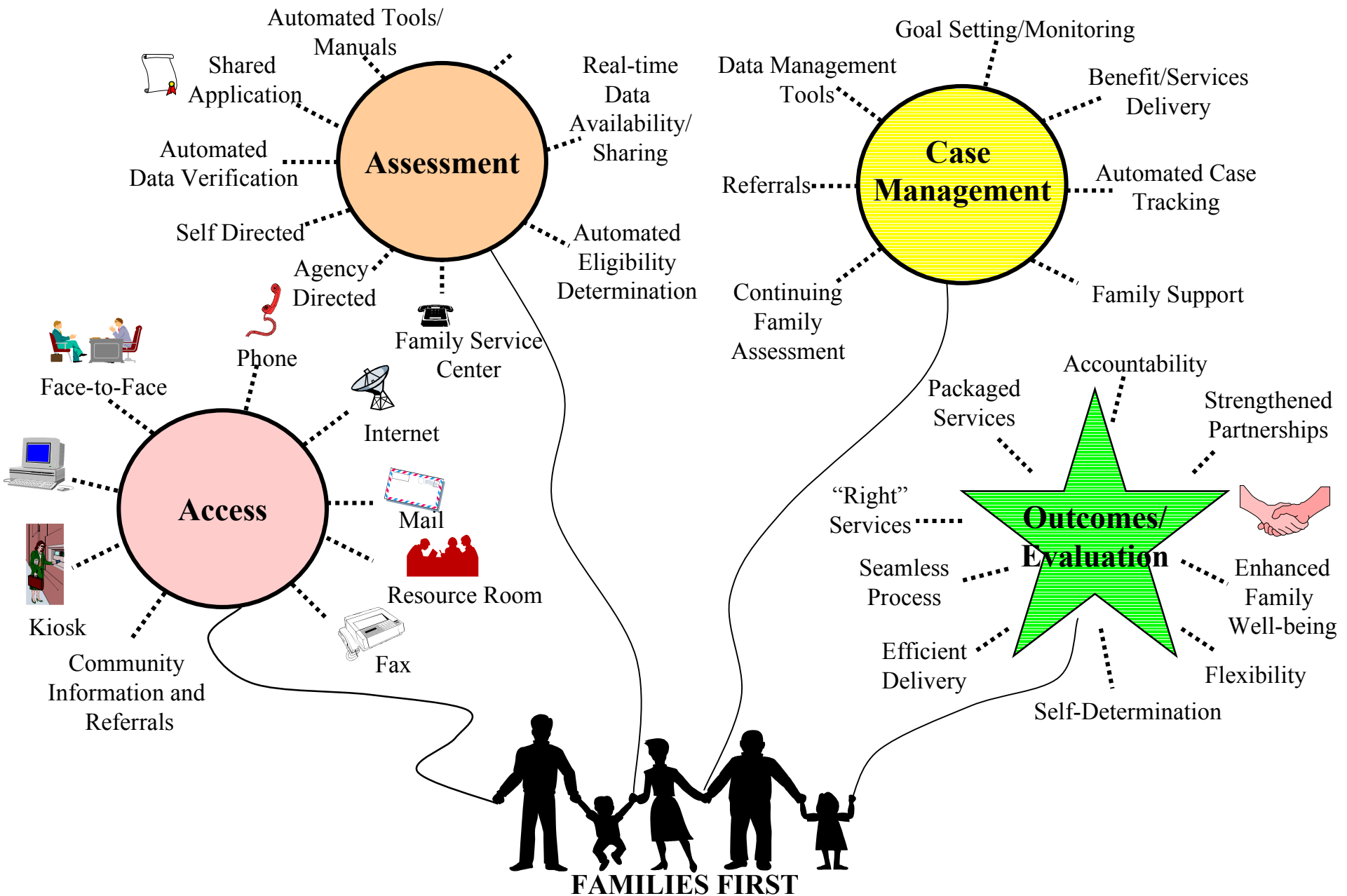
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## Welfare Reform Requirements + New Technologies Enabled:

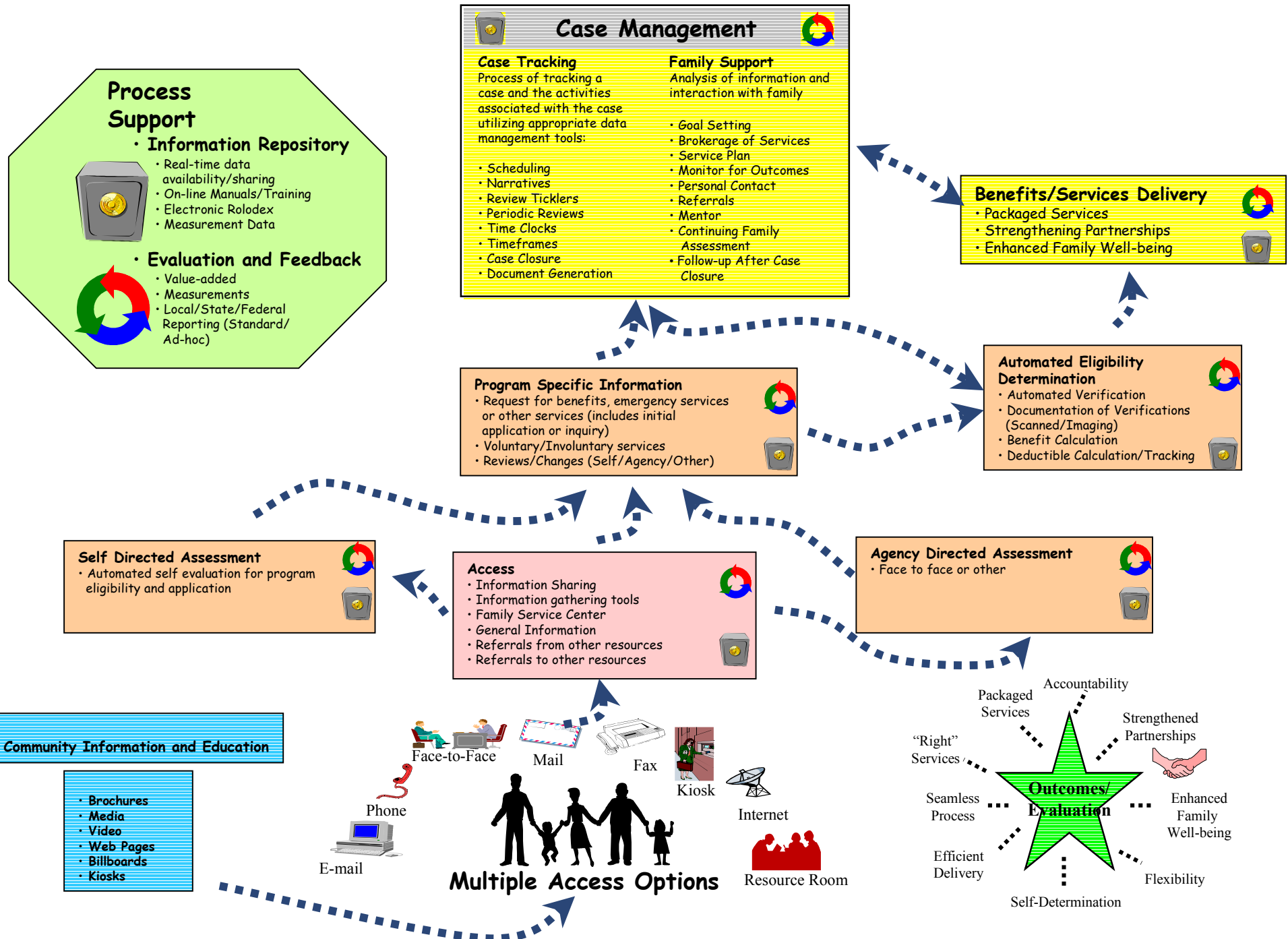
- A truly integrated human services delivery approach
- Proactive case management tools
- A more inclusive level of “one stop shopping” to North Carolina citizens

# Reengineered Concept Model



"Provide family centered services by means of an efficient, seamless service delivery process that provides flexibility for the counties and accountability throughout the system"

# Reengineered Social Services Process



<b>FACTOR</b>	<b>IMPACT/BARRIERS</b>	<b>RECOMMENDATIONS</b>
Statewideness	<input type="checkbox"/> Definition based on regulations developed in 1988 <input type="checkbox"/> Federal funding denied for SACWIS <input type="checkbox"/> Counties developing systems to meet their needs, (needs are different than the state's needs)	<input type="checkbox"/> Eliminate the Statewideness requirement. <input type="checkbox"/> In its place, require equal access to services for all citizens <input type="checkbox"/> Allow states the flexibility to meet the above requirement.
Cost Allocation, Funding and Methods	<input type="checkbox"/> Caseload statistics no longer reflective of true picture <input type="checkbox"/> TANF involves much more than cash assistance <input type="checkbox"/> Methodology does not address phased-in programs	<input type="checkbox"/> Develop models that facilitate reengineering and allow for distributing costs to programs included at the beginning of the project as well as programs added later.
Approval Process/Oversight	<input type="checkbox"/> Structure based on a system model <input type="checkbox"/> Doesn't support iterative approach	<input type="checkbox"/> Move from project level to strategic level <input type="checkbox"/> Focus on objectives <input type="checkbox"/> Recognize and utilize State oversight functions that meet or exceed federal requirements.